

WELCOME TO CERTAS ENERGY

GET TO KNOW THE
BENEFITS OF BEING
OUR CUSTOMER



PRODUCTS AND SERVICES (continued)



WELCOME TO CERTAS ENERGY



**STEVE TAYLOR –
MANAGING DIRECTOR**

We are delighted to have you on board and, as your fuel partner, we want to do everything we can to help you make the most of being a Certas Energy customer. This guide is designed to help you find out more about us and how your business can benefit from the products and services we offer.

Certas Energy provides the people, products and initiatives that help keep you and your business moving, the right way. The demand for fuel is growing, but so too is the impact that it has on our environment. That's why, while we maintain a commitment to providing the best services for today, we're also developing and improving the fuels of the future, and working closely with valued customers, like you, to evolve their energy mix.

By creating partnerships that start by really understanding your fuel needs and priorities, we take a collaborative approach. Listening carefully to appreciate your business challenges and objectives, where appropriate, we will suggest products and services that will help you achieve your operational and commercial goals. This guide is only a brief introduction to the many ways in which, together, we can fuel the future success of your business. Don't hesitate to get in touch with your Certas Energy representative for more information on anything you see in the following pages.



WHO IS CERTAS ENERGY?

Certas Energy is the largest distributor of fuel and lubricants in the UK. Our cross-industry expertise, extensive supply network and commitment to safety and sustainability helps your business grow from strength to strength, with our team by your side.

We provide the total fuel management solutions, products and services to help you get it right, every time.

Our national network covers the whole of Great Britain, with regional depots ensuring professional service from knowledgeable local drivers and fuel deliveries at flexible times that suit our partners and customers.



WHO IS CERTAS ENERGY?



ABOUT OUR PARENT COMPANY, DCC

Certas Energy is supported by the strength and expertise of DCC Plc., a leading international sales, marketing and support services group operating through four key divisions:



LPG



RETAIL & OIL



HEALTHCARE



TECHNOLOGY

As part of the DCC family, we are proud to share a clear focus on customer satisfaction, exceptional performance and sustainable business growth.

Operating in 20 countries and employing over 13,700 people, DCC Plc. is listed on the London Stock Exchange and is a FTSE100 company, generating £14.8 billion revenue in 2020.



WHO IS CERTAS ENERGY?

THE FUEL EXPERTS

Certas Energy's expert technical teams support all aspects of fuel management from:

Our dedicated team of industry specialists and fuel experts are your partners, an extension of your team. Together with day-to-day support for each of our customers, they ensure the smooth running of:



**PRODUCT
CHOICE**



**SECURE
STORAGE**



**SPILL MANAGEMENT
AND MONITORING**



**FUEL
DELIVERIES**



**ACCOUNT
ENQUIRIES**



INVOICING



**DATA
REPORTING**

FUELLING THE FUTURE SUCCESS OF YOUR BUSINESS

From new products and digital innovation to sustainability goals and future fuels, our business model is focused on driving your future.

We help you keep up with the latest changes to government guidelines on fuel and provide expert advice so you can make the right decisions for staying compliant and becoming more fuel efficient. Together with you, we're fuelling the future the right way.



WHO IS CERTAS ENERGY?

FUEL FOR A WIDE RANGE OF SECTORS AND APPLICATIONS

Certas Energy offers a comprehensive range of fuels and lubricants for commercial and industrial businesses, large and small, across multiple industries including:

[CLICK ON YOUR SECTOR TO FIND OUT MORE](#)



HOW WE CAN HELP YOUR BUSINESS

NATIONAL NETWORK, REGIONAL PRESENCE, LOCAL DELIVERY

As the UK's leading supplier of fuel and lubricants, we operate a national network supported by regional hubs and local depots. We deliver a competitive, responsive, local service to help ensure that we're always here when you need us.

WE DELIVER OVER

6 BILLION

LITRES OF FUEL A YEAR



**OVER 100
MILLION**

LITRES OF FUEL STOCK HELD IN DEPOTS



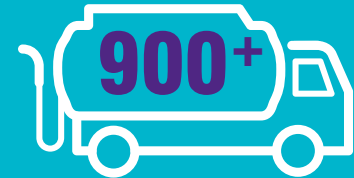
LARGEST
DISTRIBUTOR OF FUELS
AND LUBRICANTS IN THE UK



130 LOCAL
DEPOTS



28 HGV
REFUELLING SITES



900+
TANKERS

PLUS A GROWING NUMBER OF CLEANER-BURNING FUELS AND ENVIRONMENTALLY SUPPORTIVE SERVICES

OUR PRODUCTS

Certas Energy offers a broad range of high-performance fuels, lubricants, additives and more, so you always have access to the right solutions to help keep your business moving.



FUELS



**CLEANER FUEL
ALTERNATIVES**



**INDUSTRIAL
HEATING OIL**



LUBRICANTS



ADBLUE



**COMMERCIAL
FUEL TANKS**



FUEL CARDS



**HGV REFUELLING
SITES**



BULK FUELS

We offer a diverse range of bulk fuels, including road and red diesel as well as gas oil for heating and power generation – delivered on time and in full. This includes:

- Diesel/DERV
- Gas oil/Red diesel – including Class D, A2, BS EN 590, Marine
- Kerosene and premium kerosene
- Industrial heating oil (Therma35)
- Cleaner burning alternative fuels – Shell GTL Fuel & HVO
- Fuel oils (HFO, MFO, LFO)



CLEANER BURNING FUELS

Investing in alternative liquid fuels is a priority for Certas Energy, as we continue to develop and source solutions that help our customers to manage their journey to net zero 2050 and beyond. We offer drop-in diesel alternatives that can be used as direct replacements for conventional diesel fuels, with no equipment modifications required for an instant reduction of harmful emissions.

FAME-FREE FUEL SOLUTIONS

FAME stands for 'fatty acid methyl esters', a type of biodiesel derived from recycled cooking oil. It has been blended into DERV and gas oil more frequently since the UK's RTFO (Renewable Transport Fuel Obligation) came into effect, mandating a certain percentage of renewable content in fuel. While this is great news for the environment, FAME-heavy fuel comes with unique handling challenges, thanks to its hygroscopic qualities. We work with our customers to help find solutions for staying compliant, while reducing or avoiding FAME issues entirely.



HVO

Hydrotreated Vegetable Oil (HVO) offers a cleaner way to fuel commercial fleets across a range of sectors, both on- and off-road. Manufactured from 100% renewable and sustainable waste, HVO is a paraffinic drop-in replacement for diesel that meets EN15940 standards. FAME-, sulphur- and fossil-free, it is made using sustainably sourced vegetable fats and oils. Unlike conventional biodiesel, hydrogen (rather than methanol) is used as a catalyst, which makes HVO cleaner burning and ensures a long shelf life.



SHELL GTL FUEL



**Shell
GTL Fuel**

Suitable for commercial, construction, transport, marine, and public sector businesses, FAME-free Gas-to-Liquid (GTL) fuel by Shell significantly improves air quality by burning cleaner and producing fewer harmful emissions. Available to order through Certas Energy, throughout the UK, our GTL technology lowers local emissions of regulated pollutants: Particulate Matter (PM), Nitrogen Oxide (NOx), Carbon Monoxide (CO) and Hydrocarbons.



INDUSTRIAL HEATING OIL & KEROSENE

Industrial heating oil – available through Certas Energy under the brand name Therma35 – is a highly cost-efficient drop-in alternative to conventional Ultra Low Sulphur Class A2 gas oil/red diesel. Industrial heating oil can be used for any heating purposes where gas oil would otherwise be used, without any modifications to equipment or machinery. Its uses include:

- **Space heating and central heating**
- **Drying and industrial heating; for example in an agricultural context.**
- **Industrial boiler plant; powering various heat-related treatments that are required at food and beverage manufacture facilities**

Kerosene is another alternative available for heating purposes: it is a low viscosity oil that has a range of commercial uses, and is particularly popular in the aviation sector, as well as on farms and for domestic heating.

Therma35 and kerosene are both readily available as part of an extensive portfolio of fuels, lubricants, additives and heating oils – everything you need to keep your business moving, the right way. As the UK's largest fuel distributor, Certas Energy has the unrivalled infrastructure to deliver regular supply of high-quality industrial heating oil in large quantities, serving customers across sectors and throughout the whole UK.





AdBlue®

If your machinery's engines are fitted with SCR catalysts, AdBlue® is a simple, effective and efficient way to reduce harmful emissions. It meets the standards for Euro 5 and Euro 6 and can lower engine operating costs. Our AdBlue® is ISO 22241 compliant and available in a variety of packs including jerry cans, IBCs and bulk. AdBlue® is available nationwide across the Certas Energy HGV refuelling network.



ADDITIVES

Additives reduce the cost of maintaining and replacing your machinery, as well as save you money by improving fuel performance, preventing disruption and minimising storage problems and waste. We ensure a reliable supply to help keep your business moving smoothly. The range includes Gas Oil Supreme, Anti-Bug Kill, Anti-Wax, Fuel Store Plus and Diesel Power Restorer.





LUBRICANTS

Lubricants are as important to the smooth running of your operations as fuel: designed to maximise efficiency, boost performance and reduce downtime, thereby achieving significant total cost of ownership savings. Certas Energy provides customers across industries with an extensive portfolio of lubricants, oils and greases. This includes a wide range of commercial lubricants, AdBlue® and a roster of products from industry recognised manufacturers, including the full portfolio from Shell, Castrol, Valvoline, Q8Oils and Hyperdrive.

Commercial lubricants from Certas Energy Lubricants maintain and enhance the vehicles and machinery your business uses daily. With various OEM (Original Equipment Manufacturer) recommendations, different oil grades and emissions regulations, choosing the right lubricants can be confusing. At Certas Energy Lubricants we have an expert team to guide you through every option, and our extensive distribution network and large stock holding help us to deliver the lubricants you need wherever you are in the UK.





BULK FUEL AND LUBRICANTS STORAGE TANKS

From tank size, shape and material to dispensing options and management, whatever you need, it's all covered. A full range of storage solutions is available with capacities from 950 to 62,000 litres (or larger as a bespoke option); all are 110% integrally bundled to comply with oil storage regulations. Ensuring the process is as easy as possible, customers can opt for supply only or supply, installation and maintenance options. This includes assistance with contract lift on-site and removal of existing tanks as well as full technical and after sales support. Equipment can be purchased upfront or leased with flexible payment plans offered to make sure costs can be managed easily.

Our comprehensive range includes:

- Steel tanks
- Durable plastic dispensing tanks
- Transportable cube tanks
- Containerised tanks
- Fuel stations and bowsers
- Bespoke tanks
- Variety of dispensing options and accessories to suit all applications



TELEMETRY FOR FUEL TANKS

FuelWise telemetry from Certas Energy is a smart monitoring system for fuel tanks, which enables complete visibility of how much fuel is being used and how much is still available in-tank.

FuelWise can be fitted wirelessly to your bulk fuel storage tanks, enabling remote fuel monitoring across wide-ranging sites. As such, it provides 'always-on' reporting in real time via the FuelWise mobile app. This level of visibility makes it clear when stocks are running low, so you can stay one step ahead by re-ordering fuel before it runs out, in just a few simple clicks.

The increased transparency created by FuelWise offers additional benefits, such as a side-by-side view of all liquid stock levels. Users can compare levels of fuel, lubricants, waste oil and more, across multiple tanks, so you not only know which fuels are running low, but also see where there may be an imbalance – for example, a surplus of road diesel compared to a shortage of a complementary product such as AdBlue. For total peace of mind, you will also receive alerts for sudden drops in stock levels via the app, which may be the first sign of theft or a leak.





FUEL CARDS

Fuel cards make it easier to manage your fleet, no matter the size. Drivers can pay for fuel using a company-issued fuel card, instead of having to deal with company credit cards or lengthy expenses processes. Businesses can also keep track of fuel consumption, offering added payment security and reducing the risk of fraud or misuse.

The Certas Energy fuel card is accepted at over 3,000 refuelling sites across the UK, including all main motorway refuelling locations, as well as a large number of supermarkets. Network partners include Keyfuels, UK Fuels and Esso, supporting cross-acceptance.



HGV REFUELLING SITES

Certas Energy's 28 (and growing) HGV refuelling sites nationwide have been specially developed to allow ease and speed of filling and movement for larger vehicles.

Those who operate LCV, HGV or large fleets may prefer to fill up at these strategically located refuelling sites. Each location is fitted with high-speed pumps, which drastically reduces the time spent refuelling during journeys.

Certas Energy fuel card customers are entitled to discounts on all diesel purchases when refuelling at any of our refuelling sites. Additionally, at many sites AdBlue® and gas oil is available at fixed prices, so customers are not affected by external market fluctuations.





ONBOARD TELEMATICS

FuelTrace is Certas Energy's own integrated onboard telematics solution. It provides fleet managers with full visibility of vehicle activity – no matter where they are, or how many vehicles they operate.

Use FuelTrace to reduce costs, improve driver safety and minimise admin all at once: conveniently tracking vehicle and driver performance is an ideal solution for efficient and effective fleet management. FuelTrace is available as a standalone solution, but can also be used in conjunction with fuel card data for a full view of fleet fuel expenditure and the most accurate MPG measurements on the market.

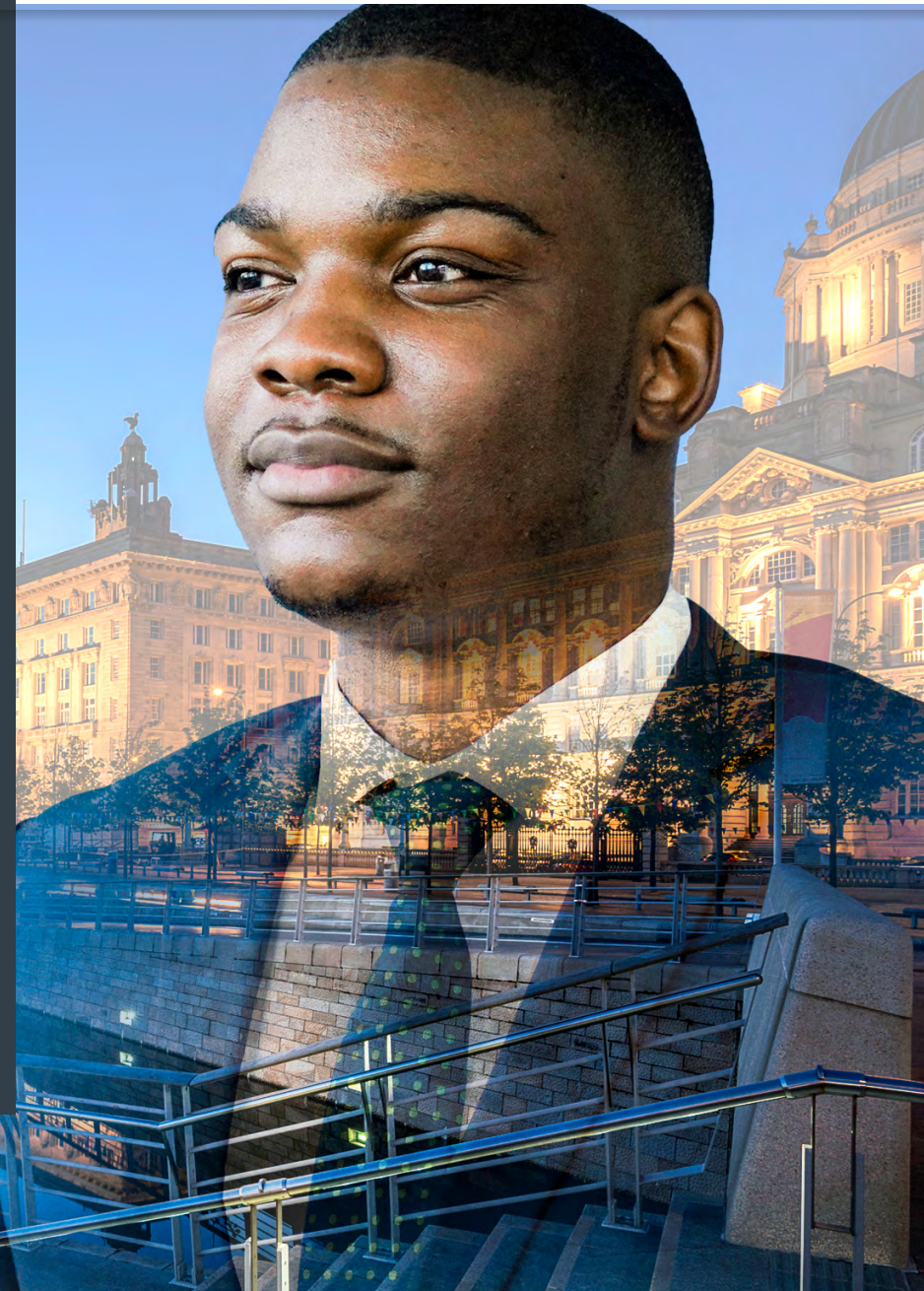


RISK MANAGEMENT & HEDGING

Hedging is a model used by larger Certas Energy customers who see constant demand and need to reduce their risk of the fluctuations in pricing in the fuel market. Customers who need over 100,000 litres of fuel per month can benefit from advantages such as a fixed pricing agreement, where customers fix a pence per litre based on a volume commitment per month, or capped pricing, whereby a customer pays a capped premium to ensure a ceiling price on fuel.

The benefits include:

- Reduced uncertainty of fuel costs
- Certas Energy's dedicated Risk Management Team
- Additional T&Cs agreed for protection following risk-management consultation
- Stress free fuel management – Certas Energy run hedge deals through a finance broker making it sustainable and run fully “back-to-back”
- Prices are based on the live fuel market, but indicative prices can be provided
- Reporting provided throughout the month to ensure usage is within the supply agreement



TOTAL COST OF OWNERSHIP

With the aid of consultancy services from Certas Energy, businesses have identified opportunities to reduce their fuel-related total cost of ownership by up to 10%.

Total cost of ownership (TCO) accounts for both the direct and indirect costs of a product over its lifetime. For businesses where fuel is a major expenditure, the TCO of fuel-related operations can have a major influence on the bottom line. Certas Energy's TCO consultancy services provide a comprehensive and in-depth review of the complete fuel value chain, leading to recommendations that can realise typical savings of up to 10% on fuel-related costs over a three-year period.

Upon implementation, businesses can achieve impactful, long-term cost reductions in a variety of key areas including:

- Fuel procurement
- Wastage
- Idle time
- Safety, health, environment and quality (SHEQ)
- Admin, management and reporting
- Working capital



CERTAS ENERGY: YOUR FUEL PARTNER

We are more than just your fuel supplier. Certas Energy's specialism in the oil markets, sector legislation, industry innovations, fuel applications and fleet management, as well as our product expertise on all fuels enables you to expertly identify where significant cost savings can be made to help drive greater profits.

DEDICATED TO SAFETY

HEALTH, SAFETY, ENVIRONMENT AND QUALITY

Keeping customers, employees and the environment safe is paramount and our dedication to quality is demonstrated through robust management systems and accreditations in:

- Health and safety (OHSAS 18001)
- Quality (ISO 9001)
- Environmental management (ISO 14001)
- Energy management (ISO 50001)

Fundamental to our business performance, as well as being our commitment to you, a culture of strong safety and compliance principles drives our dedicated Safety F1rst and Doing the Right Thing initiatives.

Also as a member of the Fleet Operators Recognition Scheme (FORS), this assures our approach to safety, efficiency, and environmental protection in our fleet operation, combined with a commitment to measure, monitor and improve our performance.

Complying fully with applicable legislation and industry codes of practice as a minimum standard, we strive to go further and achieve industry best practice and continual improvement in our HSE performance.



SAFETY F1RST – THE RIGHT CHOICE, THE RIGHT CALL

We have a strong culture of driving safety and compliance principles, delivered through our SAFETY F1RST and Doing the Right Thing initiatives.

The Fleet Operators Recognition Scheme (FORS) assures our approach to safety, efficiency, and environmental protection in our fleet operations, combined with a commitment to measure, monitor and improve our performance.



ACCREDITATIONS – PEACE OF MIND GUARANTEED

Our range of accreditations assures that when it comes to a reliable service our approach to health, safety, fleet operations, efficiency and environmental protection is measured to exacting standards - demonstrating our commitment to measuring, monitoring and improving our performance.



ENVIRONMENTALLY CONSCIOUS

Committed to fuelling a cleaner future and improving energy management Certas Energy is ISO 50001 and ISO 14001 certified, with many initiatives implemented to reduce CO₂ emissions, save energy and waste recycling, including:



IMPROVING ROUTING EFFICIENCY

Vehicles are fitted with Blue Tree tracking, providing improved data for more efficient routing.



REDUCING EMISSIONS BY 30% PLUS

Our drivers are trained in safe and efficient driving techniques, reducing engine idle time and harsh braking – both are monitored by the Blue Tree system. Since 2010, our CO₂ emissions/ litre of fuel delivered have reduced by over 30%.



ENERGY SAVING ACROSS THE BUSINESS

Voltage reduction is being trialled with a system called Fluoresave, which reduces voltage of lighting systems by up to 15%.



RECYCLING, REPROCESSING OR REUSING 90% OF OUR WASTE

National contracts for non-hazardous and hazardous waste are in place and have successfully increased our recycling rates.

CHAMPIONING CLEANER BURNING FUELS

We are committed to bringing a reliable, high-quality supply of [cleaner burning alternatives](#) to support customers in their transition away from fossil fuels.

OPTIONS TO OFFSET CARBON EMISSIONS

We advise on and offer a range of products that can assist our customers in primarily reducing their carbon footprint and offsetting the associated carbon dioxide that cannot be avoided or reduced during their energy transition.

Carbon offsetting allows businesses to compensate for unavoidable greenhouse gases by investing in an equivalent reduction of emissions elsewhere in the world, meaning there is no net increase in global emissions.

Carbon offsetting can be a useful a tool to support the energy mix transition for any business. It is important to remember, though, that carbon offsetting can only ever play a supporting role as part of a broader effort to actively reduce harmful emissions. Many businesses want to find a way to manage carbon offsetting easily and efficiently while they pursue bigger strategic changes.

Certas Energy supports customers with the right solution, wherever they are in their sustainability journey. In partnership with Carbon Footprint Ltd, we support customers in offsetting unavoidable emissions with globally recognised VCS and CCB accredited carbon credits. Our bespoke carbon offsetting services are extended with a range of [cleaner-burning alternative fuels](#) and personalised guidance on finding the right way towards net zero carbon 2050 for customers in agriculture, construction, haulage and more.



COMMITTED TO OUR CUSTOMERS AND COMMUNITIES

CORPORATE AND SOCIAL RESPONSIBILITY (CSR)

Committed to being a responsible business, we closely monitor the effect our work has on local communities and the workplace. Successfully completing Business in the Community's Responsible Business Check Up, Certas Energy was audited across the key areas of community, colleagues, suppliers, products and services and environment, scoring above average terms of corporate responsibility.

Headed by the Managing Director and the Commercial Board, our dedicated Culture and Corporate Responsibility Steering Group takes a proactive, strategic approach, driving our CSR efforts by prioritising and actioning vital impact areas.

PRIORITISING OUR VULNERABLE CUSTOMERS

In 2017, we worked alongside The UK and Ireland Fuel Distributors Association (UKIFDA) to develop the Cold Weather Priority Scheme. Designed to enable heating oil suppliers to prioritise deliveries for vulnerable customers during supply shortages or weather emergencies, this scheme has enabled us to support more than 30,000 vulnerable customers.

GIVING BACK TO OUR COMMUNITIES

Aside from supporting local and national charities year-round, Certas Energy also contributes to a number of one-off projects that our colleagues are passionate about. In 2020, for example, we donated vital PPE supplies to 46 care homes across the UK, as well as over 150 refurbished laptops to support children with socially-distanced learning. We have also partnered with the Oliver King foundation to bring life-saving defibrillators to local communities.



PASSIONATE ABOUT OUR PEOPLE

The Certas Energy team is at the heart of everything we do. Our people are the driving force behind our energy expertise, outstanding service and commitment to meeting our customers' needs.

TAKING CARE OF EACH OTHER

Just as Certas Energy colleagues are there for our customers, we make sure that we are there for each other, through four key commitments to:

- **SAFETY FIRST**
- **Mental Health & Wellbeing**
- **Diversity & Inclusion**
- **Environmental Health & Responsibility**

Continuous improvement of wellbeing and satisfaction in work is also important to us and makes sure our whole team moves forward together. Initiatives include:

- **Staff learning and development**
- **Added benefits and incentives**
- **Safe, fair work environment**
- **Open and honest culture**



GET IN TOUCH

We hope you found everything you were looking for within this guide. If you have any questions about Certas Energy or how we can fuel the future of your business, the right way, don't hesitate to get in touch.

0345 600 4040

Our extensive network of depots throughout the UK are well connected, all calls are routed to your local team at your nearest depot.

getintouch@certasenergy.co.uk

Your email will be re-directed to your local Business Account Manager.

HOW CAN WE HELP FUEL THE FUTURE OF YOUR BUSINESS?

Stay up to date with all our latest news and product development here or join our social media community here:

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